



## ADULT COMMUNITY CORRECTIONS DIVISION STANDARD OPERATING PROCEDURES

Procedure No.: ACCD 1.8.100	Subject: <b>VICTIM SERVICES</b>
Reference: ACCD 1.1.100; DOC 1.1.8; DOC 1.5.5; DOC 1.8.1 2-15-112, MCA; 41-5-1416, MCA; 46-18-241, MCA; 46-24-101, MCA; 46-24-203, MCA; 46-24-212, MCA; 46-24-213, MCA; 53-1-203, MCA	Page 1 of 3
Effective Date: 04/17/14	Revision Dates:
Signature / Title: /s/ Pam Bunke, ACCD Administrator	

### I. DIVISION DIRECTIVE:

The Adult Community Corrections Division employees will reflect the Department of Corrections' mission to support victims of crime and will treat victims with respect, dignity and sensitivity. Employees will become familiar and comply with applicable statutes, regulations, and policies regarding crime victim information and notification.

### II. DEFINITIONS:

ACCD-Adult Community Corrections Division Program/Facility – The Division includes the Adult Interstate Bureau; the Probation and Parole Bureau which provides the Day Reporting Programs (DRP), Intensive Supervision Programs (ISP), and Enhanced Supervision Program (ESP); the Missoula Assessment and Sanction Center (MASC); and the Facilities Program Bureau which includes Treasure State Correctional Training Center (TSCTC), and the contracted facilities of Prerelease Centers (PRC), Sanction Treatment Assessment Revocation & Transition (START), Warm Springs Addiction Treatment and Change Program (WATCH), Connections Corrections Program (CCP), Passages Alcohol and Drug Treatment (Passages ADT), Passages Assessment Sanction & Revocation Center (Passages ASRC), NEXUS Correctional Treatment Center (NEXUS), and Elkhorn Treatment Center (Elkhorn).

Advocacy – Writing, speaking or acting on behalf of crime victims.

Department – The Montana Department of Corrections.

OMIS-Offender Management Information System – The Department's electronic data collection and reporting system.

Prerelease Facility Contract Manager – The Department's employee who acts as the liaison for services and monitors the contractual agreements between the Department and prerelease centers: Alpha House PRC, Gallatin County Re-entry Program, Butte PRC, Great Falls Transition Center, Helena PRC, and Missoula PRC.

Treatment Facility Contract Manager – The Department's employee who acts as the liaison for services and monitors the contractual agreement between the Department and ACCD contract treatment facilities: START, CCP, Passages, Elkhorn, Nexus, and WATCH.

Victim – The person against whom a felony crime has been committed or a family member of that person. Other individuals may be recognized as victims on a case-by-case basis.

Procedure No.: 1.8.100	Chapter: Administration and Management	Page 2 of 3
Subject: VICTIM SERVICES		

VINE-Victim Information and Notification Everyday – An automated telephone and email notification system that the Department purchases on contract, which provides custody status updates about adult offenders under Department supervision.

VPM-Victim Programs Manager – A Department employee located in the Director’s Office who manages victim programs and policies, responds to victims’ requests for information and referrals, provides victim services training, and represents victims’ interests in all Department matters.

### **III. PROCEDURES:**

#### **A. Advocacy**

The ACCD supports crime victims by:

- Promptly responding to victim requests for information about offenders under Department supervision;
- Training staff to respond with sensitivity to concerns regarding safety;
- Enforcing a payment schedule for court-ordered victim restitution;
- Referring victims to the VPM for information about participation in victim programs; and
- Providing notification about offender custody status as required by statute.

#### **B. Victim Notification**

§46-24-212, MCA, requires the Department to provide certain information about offenders to victims who request in writing to be notified. This information includes:

- date of discharge from prison
  - community in which the offender will reside on probation or parole
  - any change in location or custody status
  - escape/walk-away, recapture
  - decisions of the Board of Pardons and Parole
  - decision of Governor to commute sentence
  - conditions of community supervision
  - the offender’s death
1. Once victims have registered with the Department Once victims have requested registration in writing or online, specific Department staff will enter victim information into OMIS or verify registration requests transferred into OMIS from the state government ePass website.
  2. Automated Victim Notification: VINE is an automated victim notification system that provides current offender custody status and location 24 hours a day for adult inmates in secure custody and offenders under community supervision. Victims and the public may register anonymously with VINE by telephone at (800) 456-3076, or via the internet at [www.vinelink.com](http://www.vinelink.com), or via the VINEmobile™ app for smart phones.

#### **C. Probation & Parole Bureau**

Probation & Parole Bureau employees will follow the procedures of *P&P 10-4 Victim Rights and Notification* regarding access to information, victim notification, victim services through the Department, and training.

Procedure No.: 1.8.100	Chapter: Administration and Management	Page 3 of 3
Subject: VICTIM SERVICES		

#### **D. Treasure State Correctional Training Center (TSCTC)**

TSCTC employees will follow *DOC Policy 1.8.1, Victim Services* regarding access to information, victim notification, victim services through the Department, and training.

#### **E. ACCD Facilities**

##### **1. Information and Notification:**

- a. Each facility will designate a staff member responsible for ensuring compliance with §46-24-212, MCA, and serving as a liaison to the VPM. The VPM should be contacted for victim information available through OMIS.
- b. Facility employees will provide information on offenders as authorized in *DOC Policy 1.1.8, Media Relations, DOC Policy 1.5.5, Offender Records Management, Access, and Release, ACCD 1.5.5 Offender Records Management, Access, and Release*, and §46-24-101, MCA.
- c. Facility employees may contact the Department's VPM, communications director, or the Prerelease Facility or Treatment Facility Contract Manager (Contract Manager) for guidance regarding information that can and cannot be released to the victim.
- d. Offenders may not appeal any delay or other impairment of case decisions or actions caused by statutory victim notification requirements or the processing of such notifications.

#### **F. Facilitated Contact with Offenders**

Contact between victims and offenders may be allowed in accordance with *DOC Policies 1.8.2, Victim Offender Dialogue and 1.8.3, Offender Accountability Letter Program*.

Victim impact panels may be held pursuant to the procedures of *ACCD 1.8.4 Victim Impact Panels*.

#### **G. Training**

Training on victim services can be provided by the Department upon request to the VPM.

### **IV. CLOSING:**

Questions regarding this procedure should be directed to the Facility Administrator, Department VPM or the appropriate Contract Manager.